



## **Release Notes**

**Email Manager 6.1.8**



## Version Management

### Version History

Version	Date	Author	Distribution
1.0	18 October 2016	J Davis	Service Release

### Related Documents

The related documents are located in the [Alterian product help](#).

Name
Email Manager 6.1.8 SDK Help File.chm

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# 1 Introduction

This document provides a summary of the changes introduced in Email Manager 6.1.8.

## 1.1 Overview of changes

Email Manager 6.1.8 is a service release for Email Manager 6.0. This main purpose of this release is to include fixes for reported issues. See the 'Updates included in Email Manager 6.1.8' section of this document for further details.

## 1.2 Important Upgrade Considerations

There are no important factors that must be considered before upgrading to this release.

Information	Related document
The Email Manager 6.1.8 Delphi client <i>will not be</i> updated for this release.	n/a

## 1.3 Prerequisites

Email Manager 6.1.0.

## 1.4 Supported Platforms

Email Manager 6.1.8 has been tested and is supported on the following:

### Client

- Windows 7<sup>©</sup>
- Windows 8<sup>©</sup>

### Other

- Microsoft Internet Explorer must be installed on the client machine

# 2 Client Installation

This upgrade will be applied automatically and no user action is required. The client application will be updated when the system is next accessed following the upgrade. All fixes will be available as soon as the update is complete.

## 3 Updates included in Email Manager 6.1.8

### 3.1 New Features

SubscribeRecipientsByPK - This new API method allows updates to recipients' subscription status in bulk. Users can decide to add them as new users if they have not been loaded before and update the subscription of existing users as part of the same call. If required all the subscribed recipients can be added to an existing deployment. Email Address, String and Integer fields are supported as a primary key. For more information, see the Email Manager SDK.

In many common scenarios, this new call will provide a more efficient method than the existing GetRecipientByPK.

### 3.2 Enhancements

There are no enhancements in Email Manager 6.1.8.

### 3.3 Fixes

This section details the fixes to issues reported by Alterian customers and partners. This is a subset of the total number of fixes and enhancements that are included as a result of Alterian's structured QA process.

Issue No.	Description
ASD-12919	Due to a mismatch between column widths, incoming events with very long referrer strings were failing and were not being recorded in quick totals or passed back to campaigns. Due to the way unsubscribes and complaints flow, these <u>were</u> being actioned but in some cases not recorded. This fix ensures incoming events will be recorded and available in quicktotals, as well as in Campaign Manager.
#PM028473	An issue has been resolved where deployments could become stuck in the scheduled state when the prefetcher was stopped and started. This was most noticeable following maintenance windows.
#PM028482	An issue has been fixed where message chunks could become stuck in the Deployment 'processing' stages and would not be sent.
#PM028425	An issue has been resolved where, under specific circumstances, the single event view process was not producing Campaign History due to chunks of data without valid content not being marked as 'done', and building up. This build up stopped event data from being passed back into Campaign Manager.
#PM028489	A prefetcher issue has been fixed where, after upgrade to EM 6.1.5, deployments could pause erroneously.

## 4 Known Issues

No new known issues were identified in Email Manager 6.1.8. See Existing Known Issues in the [Alterian product help](#) for further known issues.

## 5 Issue and Problem Reporting

Before contacting Technical Support, please have the following information available:

- Contact number
- Problem description
- Symptoms
- If possible, give instructions on how to re-create the problem.
- Known causes
- Product information
- Software and hardware versions
- Be ready to send logs, data files or other relevant information.

Report any issues arising from this version of the application to:  
<https://alterian.atlassian.net/>.